



Technical Service Bulletin

27 PSS MLB PHEV/BEV: 12V battery discharged by bus wake-up

27 24 74 2074126/1 June 21, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, Q5 e quattro, Q5 Sportback, SQ5 Sportback, Q8 e-tron, SQ8 e-tron, Q8 Sportback e-tron, and SQ8 Sportback e-tron	2024	All	Not Applicable

Condition

This bulletin applies to MY24 Q8 e-tron and Q5 PHEV vehicles only.

Customer states:

- Battery failure at PDI according to ODIS new vehicle battery test plan.
- 12V battery discharged after a stationary period.

Workshop findings:

The following hardware part numbers and software version numbers can be found in the High-voltage battery charger control module Gen3 Kostal (address word 00C6):

Q5 PHEV:

- Hardware Part Number: **9Y0915681 A/B/C/D**
- Software Version: **3310**

Q8 e-tron:

- Hardware Part Number: **9J1915684 B/N**
- Software Version: **3112 / 3115**

Technical Background

Software issue with the High-voltage Battery Charger Control Module (diagnostic address: 00C6).

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.



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Service

- Explain to the customer that a solution is expected to be available by the end of the 1st quarter of 2025 (subject to change) and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
- Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

Workaround:

To prevent the customer's concern from occurring again, please perform the following procedure:



A terminal 30 reset causes the settings to be reset and the procedure must be repeated.

Q5 PHEV:

1. With the ignition on, select the "VEHICLE" tile.



Figure 1. "VEHICLE" tile.

2. Select the "Air conditioning" tile.



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Figure 2. “Air conditioning” tile.

3. Select “Auxiliary air conditioning.”



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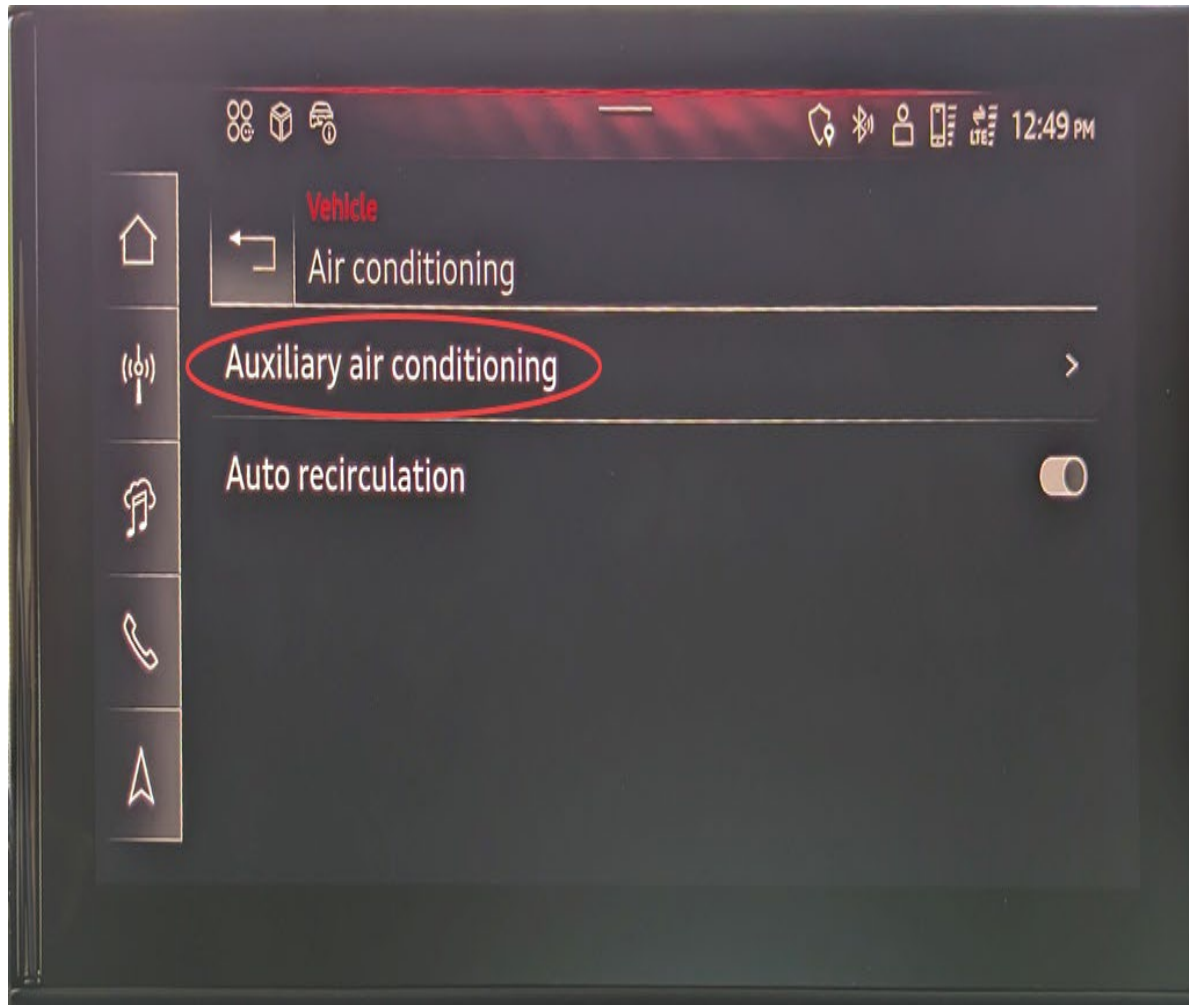


Figure 3. “Auxiliary air conditioning”.

4. Select a timer and turn it on.



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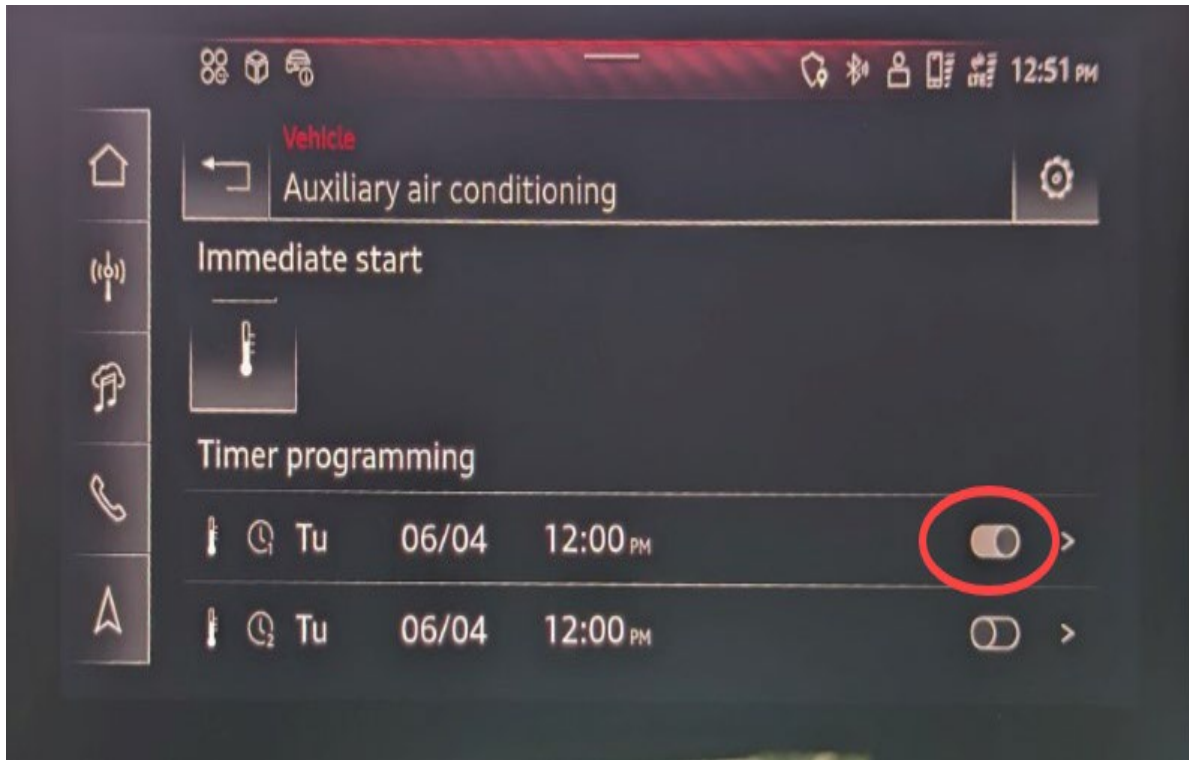


Figure 4: Active A/C timer.

5. Turn the timer off.



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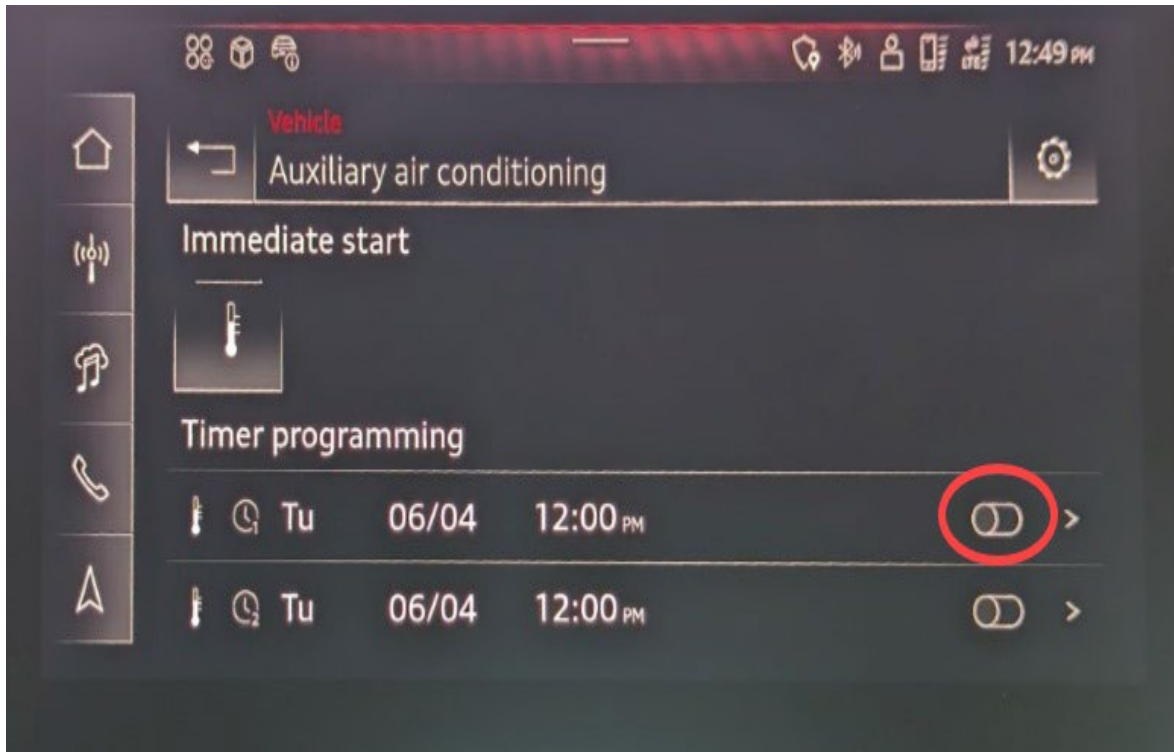
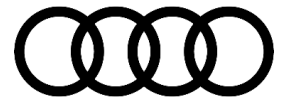


Figure 5. Deactivated A/C timer.

6. The time is now off again. Return to the main menu.

Q8 e-tron

1. Select the charging symbol in the lower MMI screen.



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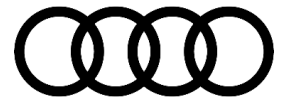
Figure 5: Charging symbol.

2. Select the clock symbol.



Figure 6: Clock symbol.

3. This takes you to the charging menu.



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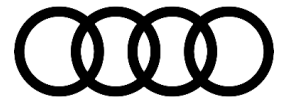
Figure 7. Charging timer menu.

4. Activate a timer.



Figure 8. Active timer.

5. Select the clock symbol to activate the timer.



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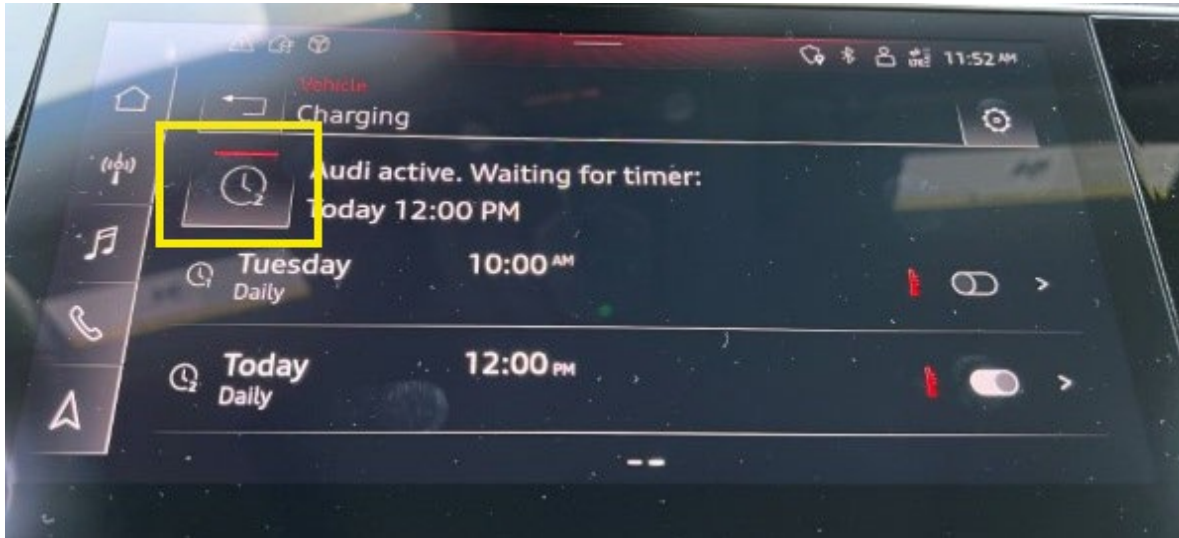


Figure 9. Active clock symbol for timer.

6. Deactivate the time selected in step 4.

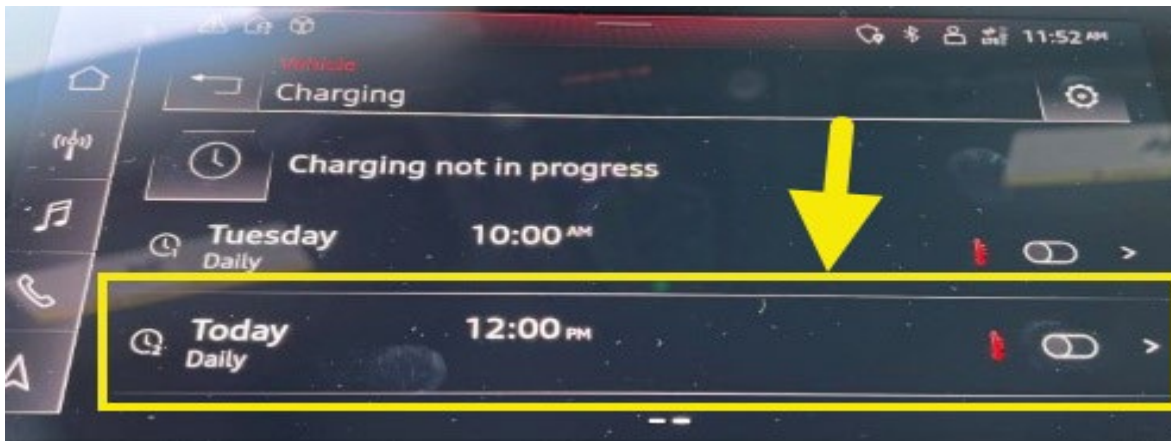
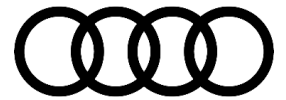


Figure 10. Timer deactivated.

7. Return to the main menu.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 Up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9352



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Damage Code:	0039		
Labor Operations:	Set high-voltage charging unit	9352 1599	10 TU
Diagnostic Time:	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol (Max 10 TU)
	GFF / Guided Functions	0150 0010	See SRT with associated operations
	Test drive before the service procedure	No allowance	0 TU
	Test drive after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2074126/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools

Delete if not required.

Additional Information

All part and service references provided in this TSB (**2074126**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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